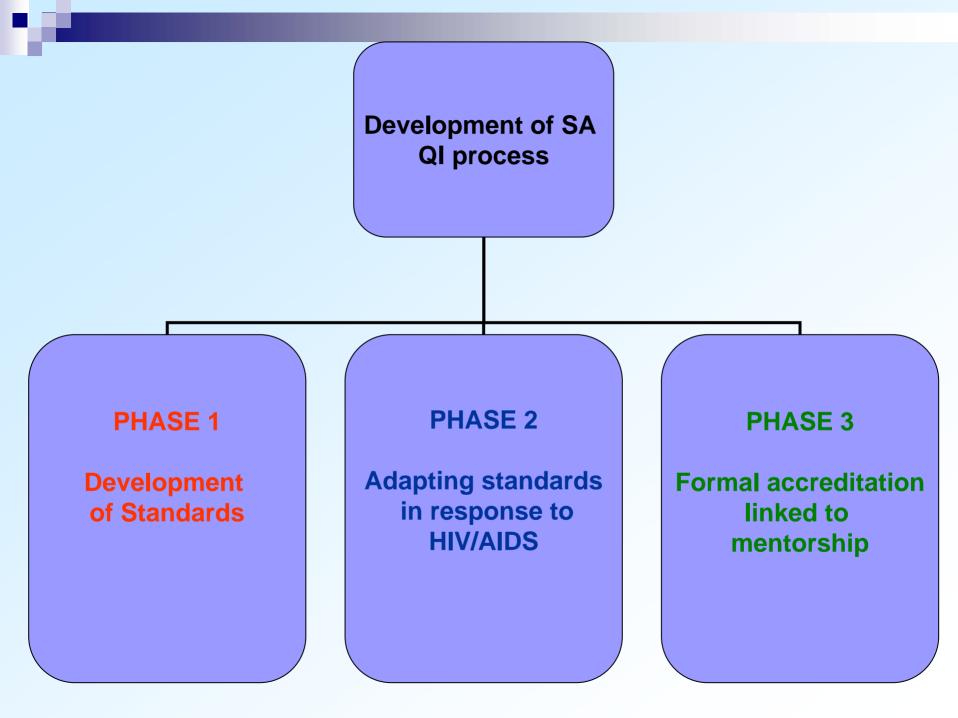
HPCA QUALITY IMPROVEMENT PROCESS

Linking Accreditation to Mentorship

Sue Cameron & Kath Defilippi
(HPCA Patient Care Services Co-ordinators)

Enhancing Quality of Care USAID – 14 Feb, 06





Phase 1

 Process started in 1998 with the development of clinical standards

Access to Care

Home Care

Medication

Spiritual Care

Ethical Practice

Staff support

Interdisciplinary Team

Symptom Management

Family Care

Bereavement Care

Safety

 Peer accreditation process. Hospices found to comply with clinical standards were awarded an HPCA Accreditation Certificate valid for four years

Evaluation of Phase 1

- Q I approach accepted by hospices
- Clinical Standards needed to be reviewed to accommodate hospice response to HIV/AIDS (short term)
- Quality clinical care is dependant on good management, standards need to be comprehensive and include leadership and governance (medium term)

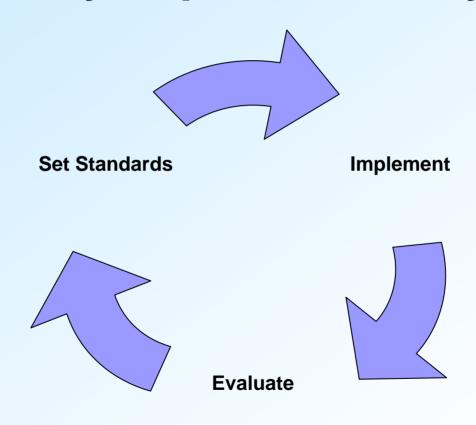
Palliative

Association of South Africa

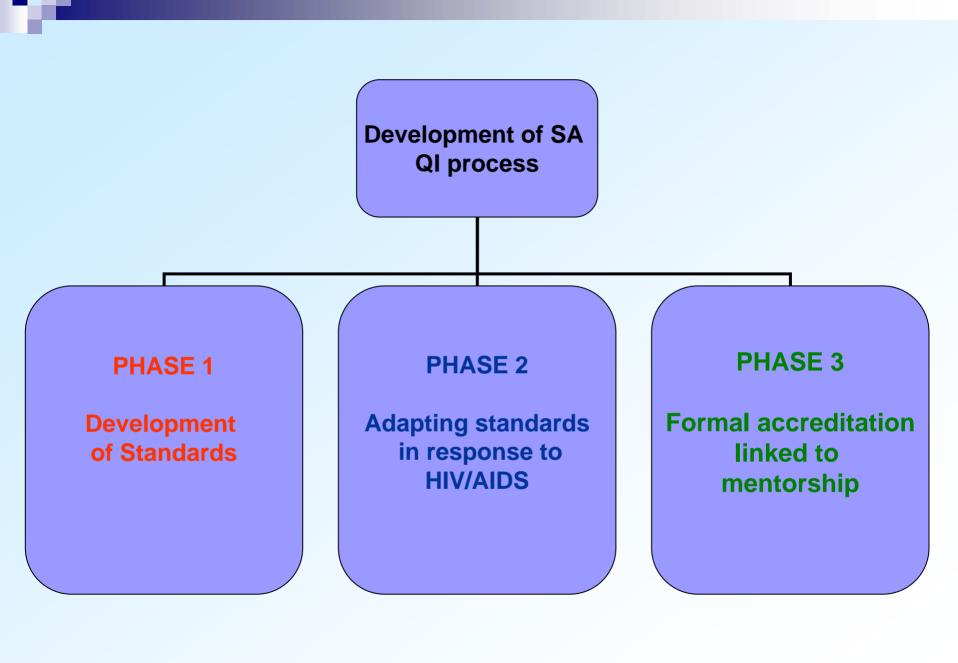
 Palliative care, including standards, needs to be integrated into the South African Health Care System (long term)



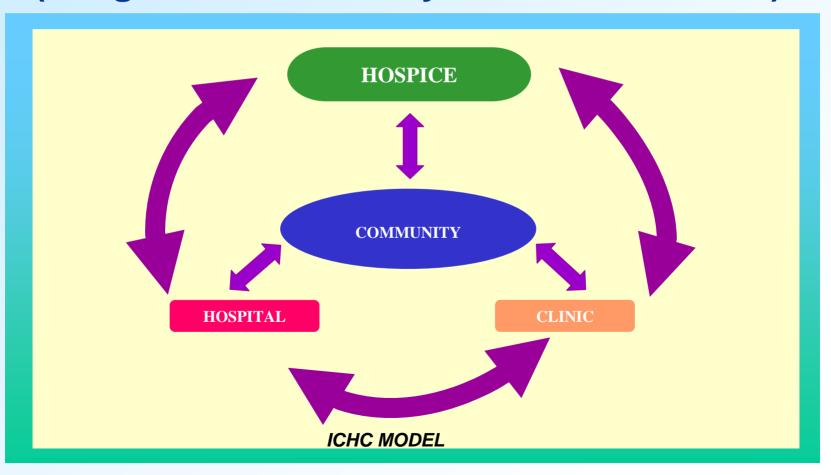
Promotion of Quality improvement cycle



Cohsasa

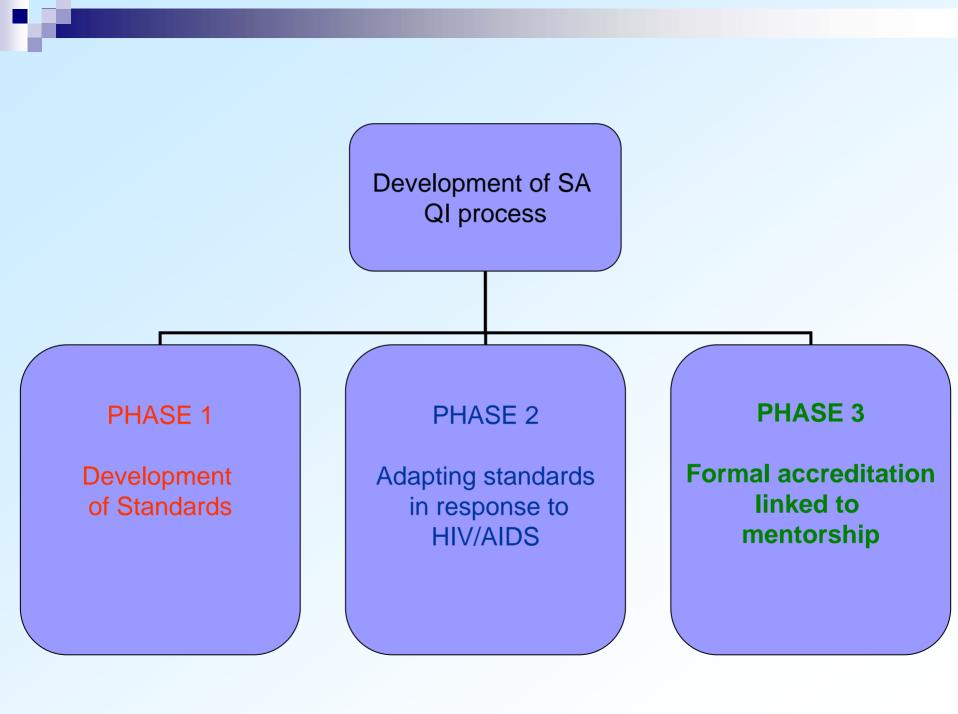


PHASE 2 - Response to HIV/AIDS Standards adapted for ICHC (Integrated Community-based Home Care)



Lessons learned from Phase 2

- Standards are more likely to be implemented if they are linked to external audit
- Providing hospices with mentorship and support facilitates understanding of the standards and accelerates the quality improvement process



Phase 3

Formal Accreditation Linked to Mentorship

 2004 – PEPFAR funding: HPCA able to contract Cohsasa (Council of Health Services Accreditation for Southern Africa)

Jointly develop comprehensive HPCA standards

no end to caring

Palliative

Association of South Africa

- 1. Management and leadership
- 2. Human Resource management
- 3. Administrative support
- 4. Risk Management
- 5. Patient Rights
- 6. Quality Management and Improvement
- 7. Interdisciplinary Team
- 8. Access to Care and Admissions
- 9. Holistic Patient Care
- 10.Medication Management
- 11. Support Services
- 12. Education and research



- Introduced Cohsasa/HPCA accreditation programme (18 HPCA trained surveyors)
 47 hospices surveyed
- Initial survey team comprised Cohsasa and HPCA surveyors
- 2006 HPCA team expanded with mentor-surveyors who conduct initial surveys refer to Cohsasa when hospice has good chance of being awarded full accreditation

HPCA/OSI MENTOR PROGRAMME

- In reponse to the increasing demand for pallcare due to HIV/AIDS and in order to promote the implementation of Integrated Community-based Home Care (ICHC):
- 2001 Established SA Hospice organizations with a well developed ICHC programme gave structured support and guidance to less developed programmes
- This included
 - Situational analysis
 - Strategic planning
 - Capacity-building workshops
 - Audit of ICHC at development site by Mentor Hospice
 - Evaluation

REGIONAL MENTORSHIP

- Provincial Palliative Care Development
 Teams focus on development and introduce new hospices to QI process
- Regional Mentor Co-ordinator focus on preparing potential mentor hospices to achieve full accreditation



Hospice

of South Africa



Levels of accreditation linked to time frame

- Initial Phase
- Entry
- Intermediate
- Full

Goal is to get all 75 existing HPCA member Hospices working towards full Hospice accreditation and functioning Association as mentors

of South Africa

Link to HPCA Advocacy Programme

Long term goal is to have quality palliative care integrated into the Formal Health Care Sector



HPCA thanks the following donors:

S A National Department of Health HIV/AIDS Directorate

Open Society Institute

Elton John AIDS Foundation

PEPFAR

